

# VIRGINIA Relay Service

## March, 2004

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### Commendations

**Voice March 7, 2004**

The customer commended the CA for his/her intonation.

**Category:** CA/OPR Related

**TTY March 8, 2004**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY March 12, 2004**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**Voice March 17, 2004**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice March 25, 2004**

The customer commended the CA for his/her intonation during the conversation.

**Category:** CA/OPR Related

**TTY March 26, 2004**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice March 29, 2004**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

**TTY March 29, 2004**

The customer commended the CA for being polite.

**Category:** CA/OPR Related

**TTY March 30, 2004**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

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### Complaints

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## Inquiries/Comments

### **TTY March 4, 2004**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Updated the relay choice profile with the customer's preferred carrier of choice.

**Contact Closed:** March 4, 2004

### **Voice March 4, 2004**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** March 5, 2004

### **Voice March 5, 2004**

The customer requested her carrier of choice be removed from her profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Updated the customer's profile.

**Contact Closed:** March 5, 2004

### **Voice March 9, 2004**

The customer requested additional information from a previous relay call.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained to the customer that relay call information is confidential.

**Contact Closed:** March 9, 2004

### **Voice March 10, 2004**

The caller requested a toll restriction be placed on the line.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the restriction as requested.

**Contact Closed:** March 13, 2004

### **Voice March 10, 2004**

The customer requested brochures on the relay service.

**Category:** Outreach/Marketing

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Sent the requested information to the customer.

**Contact Closed:** March 11, 2004

**Voice March 11, 2004**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Set up a Relay Choice Profile for the customer's preferred carrier of choice.

**Contact Closed:** March 11, 2004

**Voice March 12, 2004**

The customer requested updated brochures for Virginia Relay.

**Category:** Outreach/Marketing

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Sent the customer current brochures on relay, Internet Relay, and Video Relay Services.

**Contact Closed:** March 12, 2004

**Voice March 13, 2004**

The customer inquired about TTY devices that are compatible with cell phones.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to product distributors.

**Contact Closed:** March 13, 2004

**Voice March 15, 2004**

The caller asked whether a PC could be used to place relay calls.

**Category:** Computer Settings

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Provided hyperterminal settings for placing relay calls.

**Contact Closed:** March 15, 2004

**TTY March 15, 2004**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Set up a Relay Choice Profile for the customer's preferred carrier of choice.

**Contact Closed:** March 17, 2004

**Voice March 15, 2004**

The caller asked why he was billed from AT&T for long distance relay calls when his carrier is Verizon.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained Relay Choice Profile and set up profile indicating his preferred carrier.

**Contact Closed:** March 15, 2004

**TTY March 19, 2004**

The customer said AT&T had billed her international relay calls, but AT&T is not her long distance

carrier.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained to the customer that carrier of choice is not available for international relay calls.

**Contact Closed:** March 29, 2004

**TTY March 20, 2004**

The caller asked if AT&T had internet service available in her area.

**Category:** General Information

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the caller to AT&T Worldnet for assistance.

**Contact Closed:** March 22, 2004

**Voice March 23, 2004**

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay and VCO as well as the charges associated with local toll and long distance relay calls.

**Contact Closed:** March 23, 2004

**TTY March 23, 2004**

The caller asked why she is unable to place long distance relay calls.

**Category:** Billing/Rate

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Investigated and removed the restriction from the caller's line.

**Contact Closed:** April 5, 2004

**Voice March 24, 2004**

The caller had questions about using 2-Line VCO.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that during 2-Line VCO calls, the CA cannot ask the party to speak slower.

**Contact Closed:** March 24, 2004

**Voice March 24, 2004**

The caller asked if relay calls could be traced.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Referred the caller to his local phone company to report the problem.

**Contact Closed:** March 25, 2004

**TTY March 24, 2004**

The customer submitted a Relay Choice Profile form to update her profile so that her relay calls would not be billed to Sprint.

**Category:** Other

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Requested copy of customer's bills to investigate the charges. - Pending

**Contact Closed:**

**Voice March 30, 2004**

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** March 30, 2004

**TTY March 30, 2004**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Set up a Relay Choice Profile for the customer's preferred carrier of choice.

**Contact Closed:** April 1, 2004